



# FedEx - Doing Business With The State Of Vermont



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# Agenda

- **The Vermont State Contract And How To Get Started With FedEx**
- **FedEx Core Services**
  - Additional Value-Added Services
- **Services to make your job easier**
  - Tracking Capabilities
  - Reporting Options
  - Automation Options
  - FedEx Communications





# Vermont State Contract

- **Express, Ground, & International Services**
- **Contract Start date: August 21, 2008**
- **Rates can be found on the state website:**  
<http://bgs.vermont.gov/purchasing/currentcontracts>
- **Benefits to the state:**
  - Consolidated buying power effective for all State Agencies, County & Local Governments, and Universities
  - Customized reporting and improved visibility of agencies' needs regarding transportation
  - Cost Reduction due to application of rates to all accounts - not a selected few





# How To Get Started With FedEx

## ■ Government Account Services

—1-800-645-9424

—Verify Account Number is valid and linked to the State of Vermont contract

—Update and change existing account information

—Open a new account number and request it be linked to the State of Vermont contract





# How To Get Started With FedEx ~ Continued

## ■ FEDEX CUSTOMER SERVICE

—1-800-GO-FEDEX (1-800-463-3339)

—Order Supplies for Express Services

—Request an EXPRESS Daily Pick Up – **If you ship everyday and have a daily pick up, there is no pick up fee**

—Request an Express or Ground **On Call** pick up. Express is same day and Ground is next day – fees apply

—Track Packages, Locate Drop Off Points, File a Claim





# Vermont State Contract Advantages

- **Aggressive rate structure:** Domestic Express, International, and Ground Services
- **Ground Fuel Surcharge Cap of 3.5%**
  - Currently a 6% savings
- **Express Fuel Surcharge Cap of 7%**
  - Currently a 20% savings





# Vermont State Contract Advantages

- **BWE: Bonus Weight Envelope**

- Put as much as 1.5 pounds in an envelope and be charged at the 8oz rate

- **30 Day Payment Terms**

- Procurement or Credit Card payments accepted

- **Money back Guarantee**





# FedEx Core Services

- **FedEx Provides complete Shipping Solutions (One Carrier for all your shipping needs)**
  - FedEx Express – For time sensitive documents, packages and freight
  - FedEx Ground - Cost effective ground delivery 1-5 business days
  - FedEx International - Express, Ground and Freight Service
  - FedEx Freight - For reliable delivery of regional / LTL freight
- **Additional Value-Added Services**
  - FedEx Express Bonus Weight Envelope – legal size, reusable
  - Express and Ground Returns Programs
  - FedEx Ground Multi-weight
  - FedEx Ground Home Delivery – residential service





# FedEx Ground Services

## ■ FedEx Ground®

- Packages up to 150 lbs. delivered to businesses in the U.S. with a combined length plus girth of 165 inches or less
- Delivery in 1 to 5 business days, based on the distance to the destination ZIP codes\*
- Includes cost-effective ground service to Alaska and Hawaii

## ■ FedEx Home Delivery®

- Packages up to 70 lbs. delivered to residences in the U.S.
- Offers four premium service upgrades designed for the unique needs of residential recipients

## ■ Ground Daily Pick – Set Up Process

- [Linda.falch@fedex.com](mailto:Linda.falch@fedex.com) 720-482-0405
- [Kyle.schorman@fedex.com](mailto:Kyle.schorman@fedex.com) 901-224-2651





# FedEx Home Delivery®



- Packages up to 70 lbs. delivered to residences in the U.S.
- Delivery is in 1 to 5 business days, based on the distance to the destination
- Backed by a money-back guarantee\*
- Operates Tuesday through Saturday from 9 a.m. to 8 p.m.
- Premium service upgrades designed to fit the way your customers work and live



# FedEx Ground Multiweight®

- **Cost-saving pricing option when you have multiple packages going from the same origin to several locations in the same ZIP code on the same day**
  - Total shipment weight must be 200 lbs. or more and a minimum average package weight of 15 lbs.
  - Packages are rated both individually and as one shipment; you pay the lower rate
  - Same package processing as any FedEx Ground package; no extra paperwork
  - No need to palletize, shrinkwrap, segregate or separate shipments
  - FedEx Ground Shipment Integrity Program helps ensure complete shipment delivery
  - Good alternative for LTL-type shipments





# Services To Make Your Job Easier

## Tracking Capabilities

- **State of Vermont has a range of Tracking options 24/7**
- **Tracking from any of our automation platforms**
- **FEDEX.COM - Track by number / Track by reference**
- **FedEx InSight®**
  - Track your inbound, outbound and third-party shipments proactively
  - Stay on top of critical shipping events with automatic notification so you can take action
  - Review precise status summaries of international (including multiple-package) and U.S. shipments on one report
  - Pinpoint customs delays and delivery attempts
  - Available free of charge





# Services To Make Your Job Easier

## Automation Options

- Supplied and Supported Hardware/Software
- Ship Manager at FedEx.COM
- Ship Manager Software – [www.fedex.com/us/software](http://www.fedex.com/us/software)
- Ship Manager Café
- Ship Manager and FedEx shipping administration – manage desk top shipping for your entire organization
- Ship Manager Server – for high speed shipping engines designed for high volume integrated shipping environments



# Services To Make Your Job Easier

## Reporting Options

- **FedEx has numerous standard electronic and paper based reporting capabilities**
  - Available on FedEx automation platforms
  - Web-based Reporting
  - Standard Reports
  - Most reports can be exported in various formats
  - Reporting can be customized





# Services To Make Your Job Easier

## FedEx Billing Options

### ■ FedEx® Billing Online

- Review summaries, request invoice adjustments or check account information at the invoice or shipment level
- Schedule and make payments using electronic funds transfer (EFT) or paper check Combine multiple invoices or shipments into a single payment
- Use for both FedEx Express and FedEx Ground shipments





# Services To Make Your Job Easier

## FedEx Communications

### ■ Customer Service Information

- Dedicated State Government Sales Team
- Dedicated Government Account Services
- Dedicated Government Inside Sales Team
- Direct Field Account Representative
- FedEx US and International Customer Service 24/7
- Technical Support 24/7





# Customer Service & Technical Support

Government Customer Revenue Services 800-645-9424

Technical Support 877-339-2774

Domestic Customer Service 800-463-3339

International Customer Service 800-247-4747

[Linda.falch@fedex.com](mailto:Linda.falch@fedex.com) 720-482-0405

[Kyle.schorman@fedex.com](mailto:Kyle.schorman@fedex.com) 901-224-2651



## **The Purple Promise:**

***“I will make every FedEx experience outstanding.”***

***We appreciate the opportunity to service the great State of Vermont***

